Access to Care

Williams County, Ohio

2023

Williams County Health Department

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Purpose

The Williams County Access to Care Assessment is a comprehensive evaluation intended to examine barriers to receiving medical and mental healthcare services for Williams County residents. This assessment aims to look at the healthcare system in Williams County and the community agencies that direct care and indirect aid to access services. Identification of gaps and barriers in access to healthcare allows the health department to more effectively collaborate with area providers and community agencies to address barriers and implement effective strategies for improving care.

The results of this assessment will be utilized by the Williams County Health Department and Williams County Health Partners, the Williams County Community Health Improvement Plan group, for planning purposes and will be made publicly available to the community.

Access to Care Definition

The University of Missouri School of Medicine defines healthcare access as: "the ability to obtain healthcare services such as prevention, diagnosis, treatment, and management of diseases, illness, disorders, and other health-impacting conditions." Though many Americans benefit from the nation's healthcare system, others face barriers that make it difficult to obtain medical services. Healthy People 2030 states barriers such as cost, limited availability of services, and transportation issues are often mentioned when determining barriers address related to accessing healthcare. Known barriers to accessing mental healthcare include, stigma, transportation issues and cost of treatment.
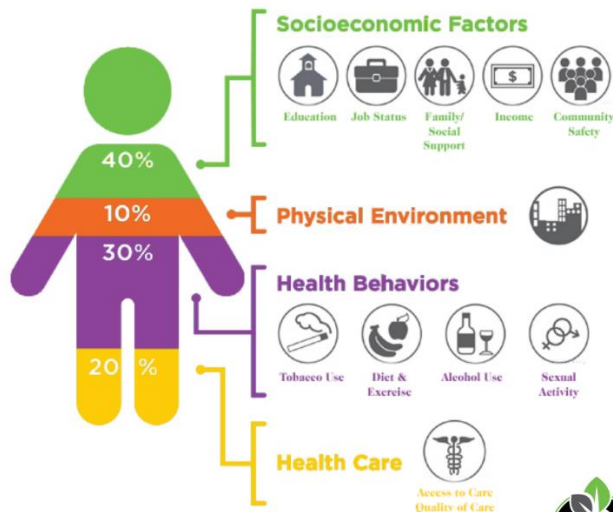
Known barriers to healthcare access include:

- Low income
- Inadequate or lack of health insurance coverage (High healthcare costs)
- Inconvenient or unreliable transportation
- Limited availability of healthcare resources

(Source: Healthy People 2030)

Williams County Health Department

What Goes Into Your Health?

Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

Access to care and quality of care make up 20% of the factors that impact an individual's health. About 80% of a person's health is determined by health behaviors, physical environment, and socioeconomic factors (HealthyBR, 2023). While access to care is not only factor that influences health, it is important to identify any potential barriers in access to ensure the greatest outcomes for health. Some people have access to services, while others do not. A lack of access is considered a disparity. Disparities in healthcare access can have negative consequences on population health and removing barriers to accessing healthcare must be addressed if health equity is to be achieved.

Introduction to Williams County

Williams County is a primarily rural county located in Northwest Ohio by the Michigan and Indiana border. The county has a total population of 36,760 (2020 Census) and a median age of 41.4 years (U.S Census, 2020). Most residents are white, non-Hispanic (94.5%). Age groups, race and ethnicity, vulnerable populations, educational attainment, total income, and healthcare access are found in the table and figures below.

Table 1 shows Williams County age demographics for 2020. (U.S Census, 2020).

Age	Count	Percent of population
≤19 years	9,163	25%
20 to 39 years	8,787	24%
40 to 64 years	11,892	32%
65+	6,918	19%

Nearly 20% of Williams County's population is over the age of 65. This population is at a higher risk for experiencing barriers to access healthcare. Although all age groups can

experience barriers to access healthcare, the elderly can experience greater disparities when seeking healthcare due to cost. Where healthcare is not provided universally and at no or very low cost, many older people avoid preventive care and treatment or pay medical fees at the expense of other basic needs.

Table 2 shows the race and ethnicity demographics in Williams County in 2020 (U.S Census 2020).

Race/Ethnicity	Count	Percent of population
White Non-Hispanic	34,729	94.5%
Black/African American	395	1.1%
American Indian and Alaska Native	86	0.2%
Asian	215	0.6%
Native Hawaiian and other Pacific Islander	16	<0.1%
Two or more races	901	2.5%
Hispanic or Latino(a)	1,722	4.7%

Although most Williams County residents are White, Non-Hispanic, nearly 5% are of Hispanic or Latino(a) ethnicity.

Other populations that are vulnerable in accessing healthcare services include individuals with a disability. **Table 3** lists the populations in Williams County in 2020 with a disability (U.S. Census, 2020).

Vulnerable Population	Count	Percentage of population
Total civilian noninstitutionalized population with disability	6,009	16.8%
Population under 18 years with disability	8,343	---
Population 18-64 years with disability	570	2.7%
65 years and over with disability	1,223	18.5%

Nearly 17% of the total civilian noninstitutionalized population and 18.5% of individuals aged 65 and over had a disability (U.S. Census, 2020).
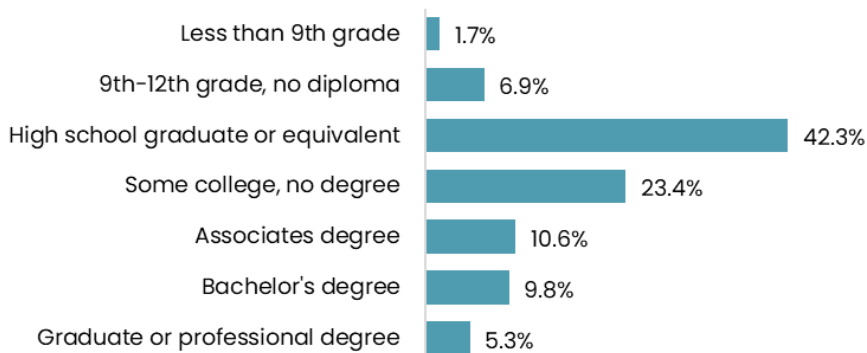
Figure 1 shows the educational attainment of Williams County adults in 2020 (U.S Census, 2020). 42.3% of the population had a high school graduate degree and 23.4% had some college with no degree. Educational attainment can have a positive or negative impact on an individual's ability to access healthcare.

Figure 1:

Educational attainment in Williams County, 2020

Category	Percentage
Less than 9th grade	1.7%
9th-12th grade, no diploma	6.9%
High school graduate or equivalent	42.3%
Some college, no degree	23.4%
Associates degree	10.6%
Bachelor's degree	9.8%
Graduate or professional degree	5.3%

Individuals with a higher education are more likely to have access to health services compared to individuals with lower education.
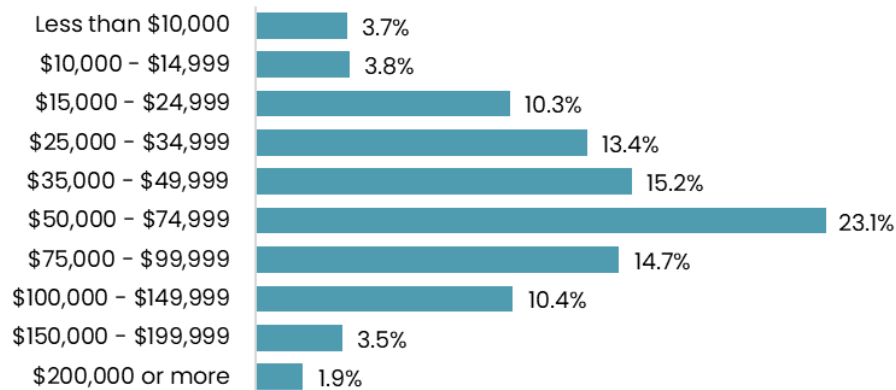
Having enough income to cover medical expenses was identified as one of the largest barriers in accessing healthcare in the U.S. and in Williams County. **Figure 2** shows the income distribution among Williams County residents in 2020 (U.S. Census, 2020).

Figure 2:

Income among Williams County residents (2020 income-adjusted)

| Income	Percentage
Less than $10,000	3.7%
$10,000 - $14,999	3.8%
$15,000 - $24,999	10.3%
$25,000 - $34,999	13.4%
$35,000 - $49,999	15.2%
$50,000 - $74,999	23.1%
$75,000 - $99,999	14.7%
$100,000 - $149,999	10.4%
$150,000 - $199,999	3.5%
$200,000 or more	1.9%

About 23% of Williams County residents had an income between $50,000 and $74,999. Higher incomes are associated with greater access to healthcare services and opportunities.

Assessment Framework

A county-wide level assessment was conducted in Williams County, Ohio to examine possible barriers to access to healthcare and gaps in service within the population served by the Williams County Health Department. The Healthcare Access Barriers Model (HCABM) served as the framework for this assessment. The HCABM focuses on classifying modifiable financial, structural, and systematic/cognitive barriers and allows for guidance in the classification, analysis, and reporting of modifiable healthcare access barriers identified in Williams County.

Figure 3: Healthcare Access Barriers Model (HCABM)
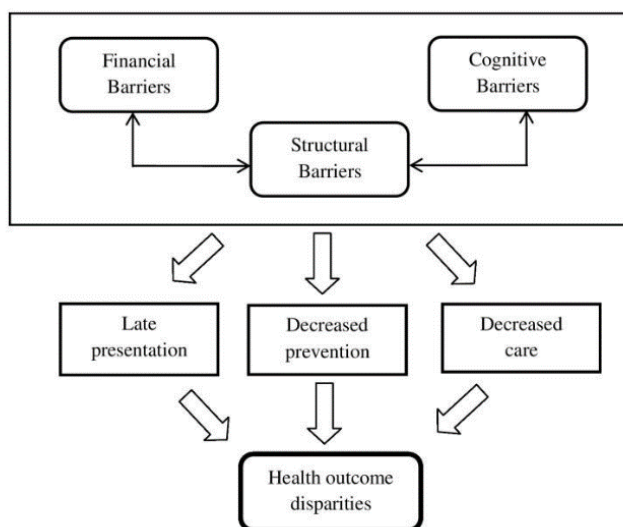
Methodology

To further understand the barriers and needs to access healthcare in Williams County, the 2022 Community Health Assessment (CHA) and two online surveys were distributed among Williams County residents and healthcare providers. The two online surveys used to collect data were: "What Impacts Health" survey and "Access to Care" survey. Privacy and confidentiality were maintained, and no identifying information is included in the report. No compensation was offered to participants and all participation was voluntary. Data used in this assessment was analyzed using Microsoft® Office Excel® 365 and SPSS.

For this assessment, it was determined that the 2022 Williams County Community Health Assessment (CHA) would provide baseline data for tracking access to mental health and medical services. The CHA is a health survey that provides an overview of health-related data for Williams County adults (19 years of age and older). Participants who completed

the CHA survey were selected at random and a sample size of respondents was found to be representative of all residents in Williams County.

The "What Impacts Health" survey was distributed to members of the public through a Google Forms survey. The purpose of the survey was to learn more about what the public think impacts the health of Williams County residents. The questionnaire used for the "What Impacts Health survey" can be found in **Appendix A**.

The "Access to Care" survey was administered to members in the community and to healthcare professionals through a SurveyMonkey link and was also available on the Williams County Health Department's social media in the form of a scannable QR code. The goal of this survey was to better understand our community and how residents access healthcare and behavioral health services by surveying participant's perceptions about accessing healthcare. The "Access to Care" survey can be found in **Appendix B**.

Available Healthcare Services

The 2022 County Health Rankings and Roadmaps ranked Williams County 21st out of 88 counties in the State of Ohio for health outcomes, which places Williams County in the top 25th percentile among all counties in Ohio for health outcomes. Included in the health outcome ranking was the distribution of healthcare providers in the county. **Table 4** lists available healthcare services for Williams County residents, as well as surrounding counties and Ohio (CHR&R, 2022).

Table 4:

(CHR&R, 2022)	Fulton County	Henry County	Defiance County	Williams County	Ohio
Primary Care Physicians	3,010:1	2,460:1	2,000:1	**2,160:1**	1,290:1
Dentists	2,200:1	2,240:1	2,220:1	**1,920:1**	1,570:1
Mental Health Providers	690:1	770:1	420:1	**1,180:1**	350:1

In Williams County, there was 1 mental health provider per 1,180 people. When comparing Williams County to surrounding counties and Ohio, Williams County had the fewest mental health providers per population and had fewer mental health providers than the average for Ohio. A ratio such as 350:1 means that there is one mental health provider

per 350 people. Having more healthcare providers such as dentists is a positive strength in accessing healthcare in a community. Williams County had the most dentists compared to surrounding counties with 1 dentist per 1,920 people. Although Williams County has more dentists compared to surrounding areas, dentists may vary on what kinds of dental insurance they accept. For example, individuals who do not have private dental insurance could experience a financial barrier in accessing dental healthcare because of their insurance.

Williams County residents are primarily serviced through healthcare systems in Bryan, Edgerton, West Unity, and Montpelier, Ohio. The Parkview Bryan Hospital and, Parkview Physician's Group are the main medical provider systems which are in the cities of Bryan and Montpelier. There are six dentists located in Montpelier, West Unity, Bryan, and Edgerton. There are 12 mental health services and are exclusively located in the city of Bryan. With all mental health services being in Bryan, residents who live far away from Bryan might have more difficulties accessing mental health services due to the increased distance. Overall, the majority of medical, dental, and mental health services are located in Bryan and patients may find travelling to more populated towns (e.g. Ft. Wayne, Archbold, Defiance) more accessible and convenient to receive healthcare than travelling within the county.

Figure 4 shows all **medical**, **dental**, and **mental health** services located in Williams County. More information on medical and mental health services and the key for the maps can be found in Tables 5, 6, and 7 below.
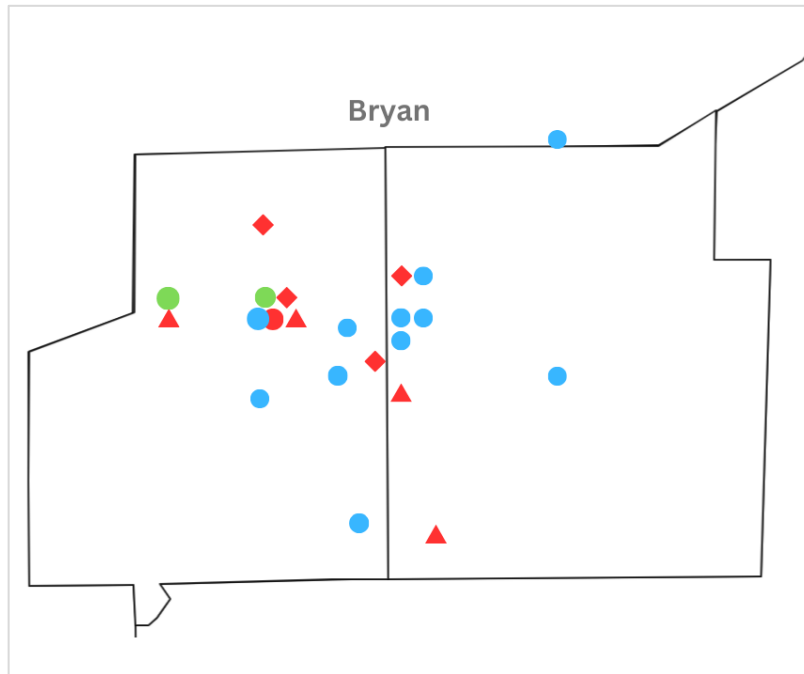
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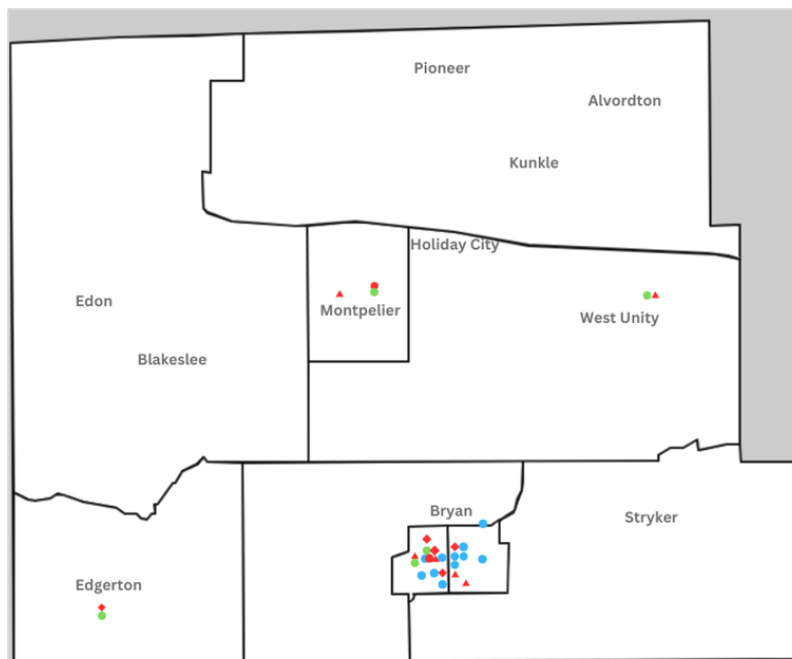
Figure 5 shows services that are specifically located in the city of Bryan.

Figure 5:

Table 5: shows all available <u>**medical**</u> services in Williams County

Name	Location	Category	Symbol
CHWC Montpelier Hospital	Montpelier	Hospital	⬤
Parkview Bryan Hospital	Bryan	Hospital	⬤
**Bryan Community Health Center	Bryan	Medical Clinic	◆
Compassion Medical Clinic of Williams County	Bryan	Medical Clinic	◆
CMH Family Health Center of Edgerton Boerger Clinic	Edgerton	Medical Clinic	◆
Everside Health Bryan Clinic	Bryan	Medical Clinic	◆
Parkview Physicians Group- Family Medicine	Bryan	Medical Clinic	◆
CVS Pharmacy	Bryan	Pharmacy	▲
Klinger Pharmacy	West Unity	Pharmacy	▲
Rings Pharmacy	Montpelier	Pharmacy	▲
Walgreens Pharmacy	Bryan	Pharmacy	▲
Walmart Pharmacy	Bryan	Pharmacy	▲

** Bryan Community Health Center is primarily a medical clinic; however, they also offer dental, and mental health services.

Table 6 shows all available **dental** services in Williams County.

Name	Location	Category	Symbol	Accepts Medicaid?
**Bryan Community Health Center	Bryan	**	🔴	Yes
Bryan Dental Group	Bryan	Dentist	🟢	No
Howard Aube Inc	Edgerton	Dentist	🟢	No
Pittman Family Dental	Montpelier	Dentist	🟢	No
West Unity Dental Care	West Unity	Dentist	🟢	No
Whittaker Family Dental	Bryan	Dentist	🟢	No

** Bryan Community Health Center is primarily a medical clinic; however, they also offer dental, and mental health services.

Table 7 shows all available **mental health** services in Williams County. All mental health services are located in Bryan.

Name	Location	Category	Symbol	Accepts Medicaid?
Aja Behavioral	Bryan	Mental and Behavioral Health	🔵	Yes
**Bryan Community Health Center	Bryan	**	🔴	Yes
Bryan Psychological Services-Diane Peters, PsyD	Bryan	Mental and Behavioral Health	🔵	Yes
Guess Psychological Services	Bryan	Mental and Behavioral Health	🔵	Yes
Harbor At CHWC	Bryan	Mental and Behavioral Health	🔵	Yes
Inspiring Hope Counseling	Bryan	Mental and Behavioral Health	🔵	Yes
Maumee Valley Guidance Center	Bryan	Mental and Behavioral Health	🔵	Yes
New Faith Intervention Center	Bryan	Mental and Behavioral Health	🔵	Yes
OhioGuidestone	Bryan	Mental and Behavioral Health	🔵	Yes
Recovery Services of Northwest Ohio	Bryan	Mental and Behavioral Health	🔵	Yes
Shalom Counseling & Meditation Center	Bryan	Mental and Behavioral Health	🔵	Yes
The Center for Child and Family Advocacy	Bryan	Mental and Behavioral Health	🔵	Yes

** Bryan Community Health Center is primarily a medical clinic; however, they also offer dental, and mental health services.

Findings:

2022 Williams County Community Health Assessment (2022 CHA)

Additional information was collected from the 2022 CHA which sampled 264 persons aged 19 years or older from Williams County, Ohio. The most common themes respondents stated when asked about barriers in accessing healthcare included:

1. **Cost/no insurance**
2. **Too long of a wait for an appointment**
3. **Could not get time off work**
4. **Office was not open when they could get there**

> **2022 Williams County Health Assessment Findings: (Accessing Healthcare Services)**
>
> - Approximately two-thirds (**67%**) of Williams County adults visited a doctor for a routine checkup in the past year.
> - **82%** of adults aged 65 years and older visited a doctor for a routine checkup in the past year.
> - **64%** of adults with a household Income <$25k visited a doctor for a routine checkup in the past year.
> - Four in Five (**80%**) of adults indicated they had at least one person they thought of as their personal doctor or healthcare provider.
> - One in fourteen (**7%**) of adults are uninsured.
> - 1 in 10 (**10%**) households with <$25k income are uninsured.
>
> Source: (2022, CHA)

Cost and having no insurance impacted whether individuals accessed healthcare. The 2022 CHA found 10% of households with <$25k income were uninsured and 64% of households with <$25k income visited a doctor for a routine checkup in the past year. Questions and responses on access to healthcare collected from the 2022 CHA are included in **Appendix C**.
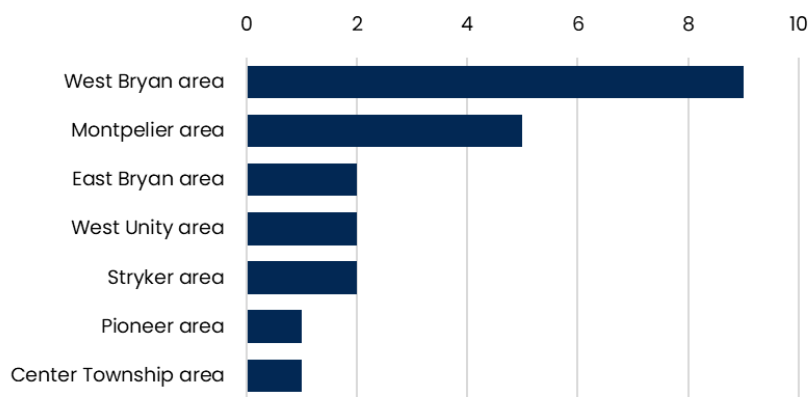
What Impacts Health Survey

This survey was intended to gauge the overall culture, attitudes, and opinions regarding health in Williams County. A total of 23 respondents completed the survey through Google Forms and one respondent was omitted because they did not live in Williams County. Six questions were asked with four being open-ended questions. Open-ended question answers were analyzed for major themes. Basic demographic information (e.g. gender, age, ethnicity, etc.) was not collected with this survey. Participants were asked where they resided and were provided a map of Williams County to help participants correctly choose the most accurate village/city they lived in. **Figure 6** shows the breakdown of participants by location who completed the survey. Most survey participants were from the West Bryan area with nine responses. Montpelier had the second highest response rate with five responses. East Bryan, West Unity, and Stryker area all had two responses and Pioneer and Center Township areas both had one response to the survey. When participants were asked about "What conditions in their neighborhood most negatively impacted their health", income, lack of affordable healthcare, and personal choices such as drug use, alcohol and eating unhealthy foods were reoccurring themes among respondents. Below are quotes the attitudes of respondents when asked about conditions that can negatively impact their health:

Figure 6:

"What Impacts Health" survey responses by location

"Lack of affordable healthcare (high insurance deductible)"
"People spend too much time on social media, sitting"
"Too much fast food, too much drinking, too little exercise"
"More access to public transit to get people from the more rural areas to where the doctor offices are located."
"Can't afford going to a doctor"

Overall, the major themes about what negatively impacts health from survey respondents from the "What Impacts Health" survey were:
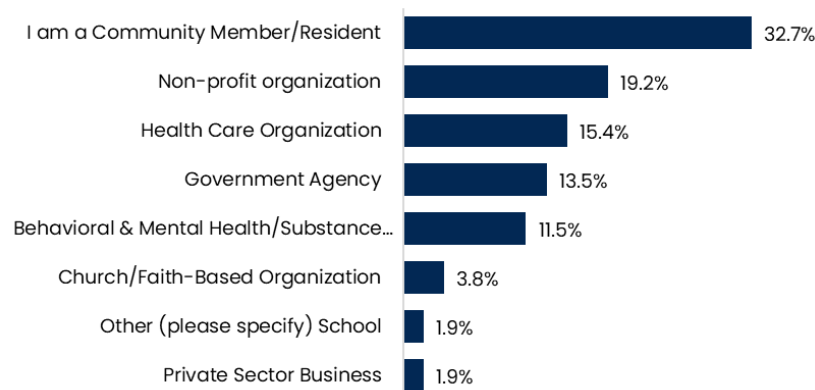
1. **Cost of healthcare/lack of insurance - 50% (of all participants)**
2. **Unhealthy lifestyle- 45.5%**
3. **Limited access to healthcare- 22.8%**

Access to Care Survey

The Access to Care Survey was designed to collect data about why individuals would not seek medical, dental, and mental healthcare in Williams County. Barriers to access to care were identified based on survey responses. There were 52 respondents who completed this survey, and no responses were omitted. A total of nine questions were asked with multiple choice, select all that apply, and open-ended questions. With this survey, respondents were asked about where they worked to

Figure 7:

"Access to Care" survey respondents by employment sector

Employment Sector	Percentage
I am a Community Member/Resident	32.7%
Non-profit organization	19.2%
Health Care Organization	15.4%
Government Agency	13.5%
Behavioral & Mental Health/Substance...	11.5%
Church/Faith-Based Organization	3.8%
Other (please specify) School	1.9%
Private Sector Business	1.9%

collect information on what individuals who worked in the medical field believed vs those in the community. **Figure 7** shows who responded to the survey based on their employment sector. There was representation from healthcare organizations, behavioral & mental health/substance abuse, and from members of the community. Individuals who did not fit into the employment sectors selected "I am a community member/resident". After analyzing the responses, three overall themes from all participants regarding reasons why individuals would not access physical/medical and mental healthcare include:

Physical/Medical Health	**Mental Health**
1. Affordability- 80.6%	1. Acceptability- 80.6%
2. Accessibility- 58.3%	2. Affordability- 69.4%
3. Accommodation- 47.2%	3. Availability- 55.6%

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Access to Care Challenges: Major Themes:

Through the 2022 CHA, "What Impacts Health" and "Access to Care" survey data, reoccurring themes in barriers and reasons for not accessing healthcare services became apparent. The top 3 Major themes in barriers to access for care can be categorized into **affordability, accessibility, and availability of services.** When addressing medical and mental healthcare barriers individually, **accommodation** and **acceptability** were also mentioned as barriers.

Affordability	Can patients reasonably pay for services without it being a significant financial burden to them? • Costs: Income level, cost of care, insurance
Accessibility	How easily clients can physically reach the provider's location? • Geographical, transportation
Availability	Do providers have the resources and capacity to perform essential services? • How many locations and what kind of services
Accommodation	Is the provider operated in a way that meets the needs of the patient? • Hours of operation, walk-in facilities, telehealth
Acceptability	Does the public and patients feel comfortable accessing services from the provider? • Trust, fear, stigma

Theme 1- Affordability:

The greatest barrier to access to healthcare in Williams County is **cost and insurance**. Costs of services are a major deciding factor for many residents accessing healthcare in Williams County and individuals who are experiencing poverty often cannot afford healthcare services. According to

Populations Experiencing Poverty (2020):

- All ages: 3,667 (10%)
- Ages 0-17: 1,206 (15.2%)
- Ages 5-17 in families in poverty: 811 (14%)
- Median household income: $52,458

Reference: (2022 CHA)

the 2022 CHA, 1 in 10 Williams County residents were living in poverty. **Figure 8** shows population below poverty level in Williams County by census tract (FEMA RAPT Dashboard, 2023). The Montpelier and East Bryan areas have higher percentages of population below poverty level compared to other villages in Williams County.

Figure: 8
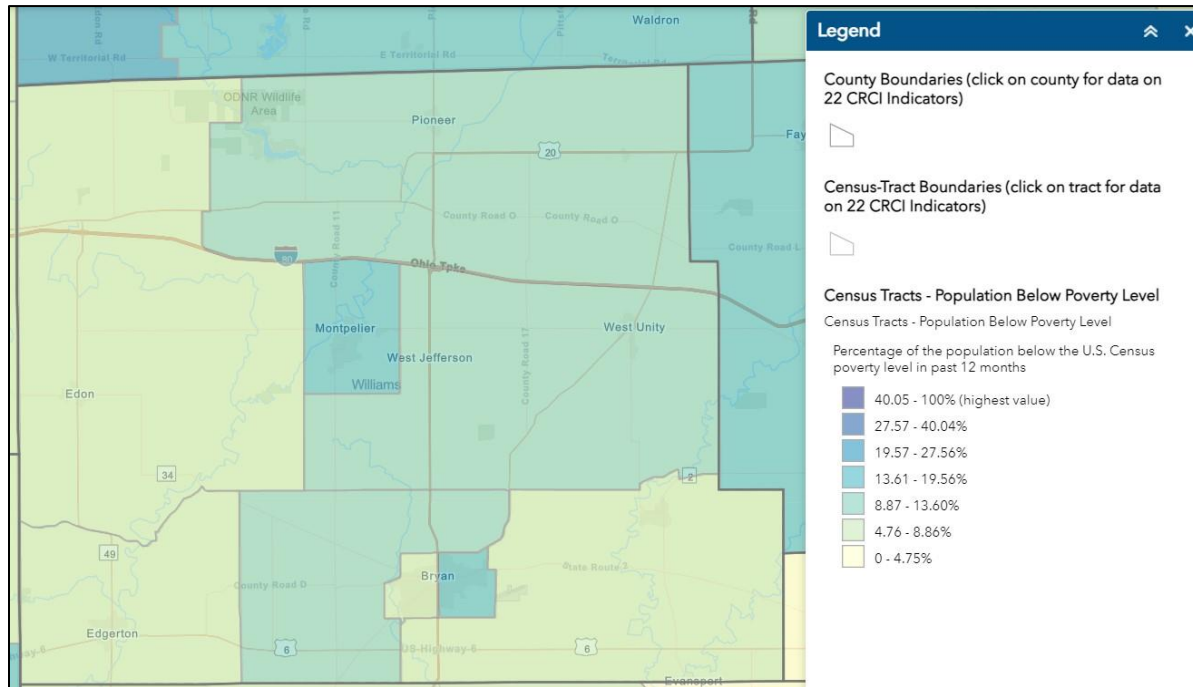
Having health insurance can also affect an individual's ability to afford access to healthcare. In 2022, 7% of Williams County adults were uninsured (2022 CHA). An individual's age has been shown to have a correlation with having insurance. **Figure 9** shows that 10% of adults aged 19-64 were uninsured and 2% of adults aged 65 and older were uninsured. Households and individuals with lower income are less likely to have health insurance. 10% of households with income less than $25,000 per year were uninsured compared to 7% of households with income greater than $25,000 per year.

Figure 9:
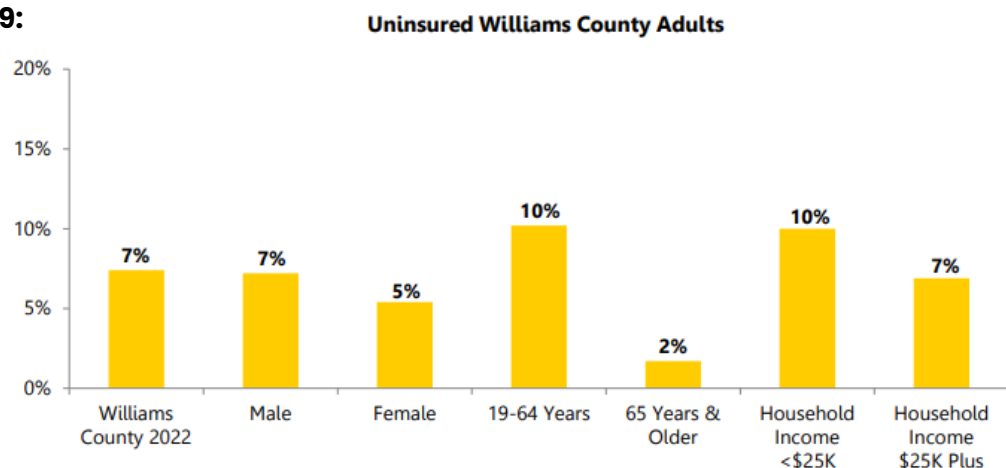
Uninsured Williams County Adults

Healthcare insurance coverage can come from a variety of sources such as from an employer or through government programs such as Medicaid or Medicare. **Figure 10** shows where Williams County adults obtain their healthcare coverage. Nearly half of adults obtained their healthcare coverage from an employer whereas nearly a quarter obtained healthcare coverage from Medicare. Individuals who are insured through Medicare or Medicaid may find it difficult to access medical services because not all providers accept Medicare or Medicaid in Williams County as shown in Tables 5, 6, and 7.

Figure 10:

Source of Healthcare Coverage for Williams County Adults (2022)

Source	Percentage
Employer	49%
Medicare	24%
Someone else's employer	10%
Medicaid or medical assistance	5%
Multiple, including private insurance	4%
Self-purchased plan	3%
Military, CHAMPUS, TriCare, CHAMPVA, or…	2%
Health Insurance Marketplace	1%
Multiple, Including government insurance	1%
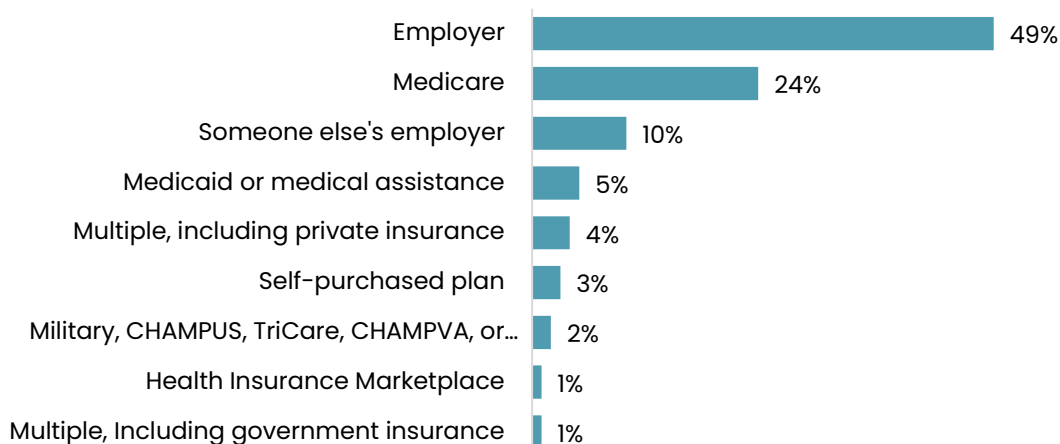
Theme 2- Accessibility:

The second greatest barrier for Williams County residents was **transportation** issues. Being able to physically access care for mental health and medical care can be challenging, especially if an individual does not have adequate transportation to travel to receive care. In Williams County, there are no public transportation systems available for the public. For individuals who live far away from services, travelling far from home may be a burden for them, therefore, they choose not to receive care. **Figure 11** shows a map of Williams County by census tract of households without a vehicle. Populations in Montpelier, West Bryan, and Edgerton had the highest percentages of populations without a vehicle.

Figure 11:
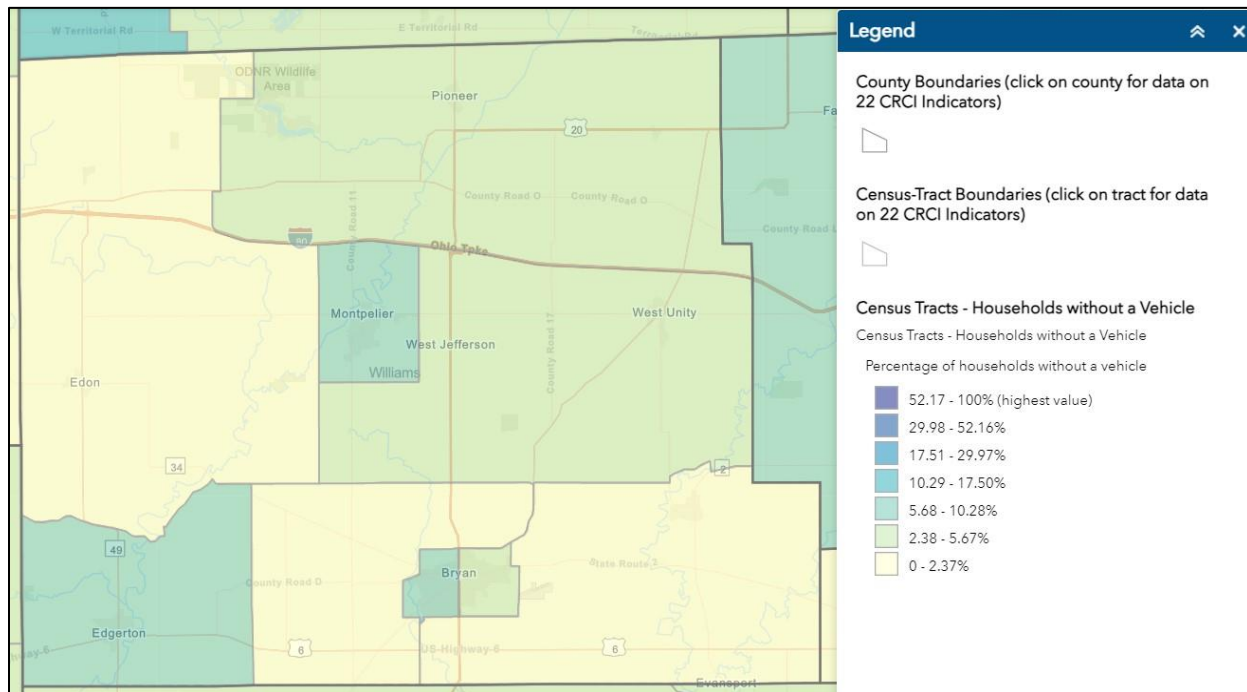
![Hospital icon] **Theme 3- Availability:**

The third leading barrier in access to healthcare is availability of services. **Table 8** shows the number of healthcare services available to Williams County residents.

Table 8:

Category	Count
Hospitals	2
Medical clinics	5
Pharmacies	5
Dentists	6
Mental and Behavioral Health	12

Leading Barriers to Medical Care:

The top three barriers to accessing medical care that were identified in the Access to Care Survey were:

1. **Affordability:**
   a. Cost/no insurance- 80.6%
2. **Accessibility:**

        a. No transportation- 53.3%

        b. Distance- 25.0%

3. **Accommodation:**

        a. Could not get time off work- 52.8%

        b. Too long of a wait for an appointment- 47.2%

        c. Inconvenient appointment times- 38.9%

When asked the question: What emerging issues are happening in Williams County that may impact the community accessing healthcare?" respondents said,

"Rising healthcare costs"

"Lack of transportation"

"Decreasing healthcare options"

"Lack of dentists that accept Medicaid"

"Would be great if seniors and disabled could get rides to and from doctors/hospitals"

The 2022 CHA provides additional insight for receiving medical healthcare. Almost half (49%) of adults reported they received medical care in the past 12 months. The top three reasons for not receiving care include:

1. **Personal beliefs**

        a. No need to go (26%)

2. **Affordability**

        a. Cost/no insurance (10%)

3. **Accommodation**

        a. Too long of a wait for an appointment (8%)

There are similarities in responses between the 2022 CHA and the Access to Care survey. Both surveys listed **affordability** and **accommodation** in their top three major barriers to accessing medical healthcare. In the 2022 CHA, the greatest reason for not receiving medical healthcare was due to **personal beliefs**, with 26% reporting they felt "No need to go". Although affordability was found to be in the top three barriers in both surveys, there was a great difference in the percentage of respondents. 80.6% of respondents in the Access to Care Survey reported affordability compared to 10% of respondents in the 2022 CHA. This large difference could be due to the different sample sizes between the two surveys.

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Leading Barriers to Mental Healthcare:

The top three barriers to accessing mental healthcare that were identified in the Access to Care Survey were:

1. **Acceptability:**
   a. Embarrassed to seeking services- 80.6%
   b. Stigma of seeking services- 75%
   c. Fear- 61.1%
2. **Affordability:**
   a. Could not afford to go- 69.4%
   b. Co-pay/deductible too high- 61.1%
3. **Availability:**
   a. Unaware of services available- 55.6%
   b. Unaware of telehealth services- 33.3%
   c. Could not find a provider- 30.6%

When asked the question: "What emerging issues are happening in Williams County that may impact the community accessing mental health or behavioral health services?" respondents said,

"Bad experience/lack of needed services/not treated with dignity and respect"
"Education on services and wait times for appointments"
"Lack of education about mental and behavioral health"
"Not being able to afford medication"
"High copays"
"The Stigma"

The 2022 CHA also asked participants about receiving mental healthcare. 11% of Williams County adults had used a program or service for themselves or a loved one to help with depression, anxiety, or emotional problems. The top three reasons for not receiving mental healthcare include:

1. **Personal beliefs**
   a. Did not need a program (59%)
   b. Had not thought of it (8%)
2. **Affordability**
   a. Could not afford to go (8%)

b. Co-pay/deductible too high (4%)
3. **Acceptability**
   a. Embarrassed to seek mental health services (3%)
   b. Fear (3%)
   c. Stigma (2%)

Responses from the 2022 CHA and Access to Care Survey showed different leading beliefs surrounding accessing mental healthcare. In the 2022 CHA, **personal beliefs** were the leading reason for not accessing mental healthcare compared to **acceptability** in the Access to Care survey. Both surveys showed that **affordability** and **acceptability** are major barriers in accessing mental healthcare, with both being in the top three most mentioned barriers.

Emerging Issues

Emerging issues can have a positive or negative impact on access to care for Williams County residents. First, the merger of Parkview with CHWC Bryan Hospital could positively and negatively impact an individual's ability to access healthcare with more physicians and services becoming available. However, some physicians might leave and people who had those physicians as their primary care provider would not have easy access to their physician. Another emerging issue Williams County is facing is the loss of HEALing Community funds in 2024, which could potentially impact behavioral health programs to Williams County residents. Lastly, healthcare staffing/supply is an emerging issue in the U.S and in Williams County. Fewer staff to provide services directly impacts access to care (Northwest Ohio Alignment Analysis 2023). These issues could affect access to care for Williams County residents in the future.

Recommendations

Overall, the assessment showed barriers for individuals accessing healthcare: **Affordability**, **Accessibility, Availability** and **Acceptability**. The following is a list of suggested measures that healthcare providers and community agencies can work on to improve access to care in Williams County based on data collected for this report:

1. **Affordability**
    a. Strategy- Identify methods to financially assist populations who need assistance affording healthcare.
    b. Strategy- Increase insurance coverage to disadvantaged populations.
2. **Accessibility**
    a. Strategy- Identify public transportation service opportunities.
    b. Strategy- Create public transportation programs for individuals who need assistance.
3. **Availability**
    a. Strategy- Explore medical and mental health partnerships to increase the number of healthcare providers in the county.
    b. Strategy- Provide more education to the public on availability of telehealth services.
    c. Strategy- Expand MAT behavioral services through HEALing Communities Study funds.
4. **Acceptability**
    a. Strategy- Promote a campaign to reduce stigma for behavioral health services.

Participants who responded in the "Access to Care" survey gave their opinions on how to improve access to medical, mental, and behavioral health services in Williams County.

Medical

"Transportation" x5

"Telehealth" x3

"Access to transportation or telehealth"

"More dental providers"

"More providers willing to accept Medicaid and Medicare health insurance"

"A public transportation system"

"More specialized doctors"

"Less regulations to get assistance with cost of treatment"

"Would like to see more services for patients with little to no income have more options to free care"

"Somehow attempt to address high healthcare costs"

Mental and Behavioral Health

"More providers" x7

"Transportation" x4

"Health insurances waiving co-pays for mental health services"

"Mental health urgent care to improve accessibility to all"

"Free healthcare to those with mental health issues"

"Reducing stigma associated with receiving services"

"Promoting the importance of mental health to help remove the stigma and accessible list of providers and services they offer"

"Improving awareness and reduce stigmatism"

"Attract more professionals somehow to want to work in rural areas"

"Being more accessible to patients when they need to reach out to ask questions or schedule appointments"

Limitations

Though this assessment aimed to encompass all healthcare providers and collect the most detailed information on access to healthcare barriers, there were limitations. First, the assessment took place in Williams County only and should not be generalized to other counties. The two surveys were collected from a convenience sample and survey responses were limited to participation from the community. There were a limited number of respondents to both the "What Impacts Health" and "Access to Care" surveys which might not accurately represent all of Williams County. Only adults aged 19 and older were included in this report and were surveyed in the "Access to Care" and "What Impacts Health" surveys. Lastly, demographic information such as race, ethnicity, sex, and income status were not collected from the survey participants.

Acknowledgements

In this report, agencies from behavioral health, healthcare, government, long-term care, and service groups assisted with the input for questions found in the three surveys used in this report. In addition, agencies included in the 2022 CHA and CHIP also assisted with data collection and input for questions in this report. We collaborated with these agencies because they work with the public and have insight into the populations they serve when it comes to access to healthcare. The report was also reviewed by the Access to Care workgroup, a subset of Williams County Health Partners.

Addiction and Mental Health Services (ADAMhs) Board

Bryan Community Health Center

Community Hospitals and Wellness Centers (CHWC)

Everside Health

Maumee Valley Guidance Center

Ohio Guidestone

Parkview Physicians Group

Recovery Services of Northwest Ohio

Shalom Counseling & Mediation Center

Williams County EMS

Williams County Health Partners Coalition

United Way of Williams County

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Appendices

    A. "What Impacts Health" Survey
    B. "Access to Care" Survey
    C. Community Health Assessment

Appendix A: "What Impacts Health" Survey

Section 1 of 2

What Impacts Health Survey

The Williams County Health Department would like to learn more about what you think impacts the health of Williams County residents. Please complete the following questions to share your perspective. Your responses may be used in our health inequity report. This survey should take only 7 minutes. All responses are anonymous.

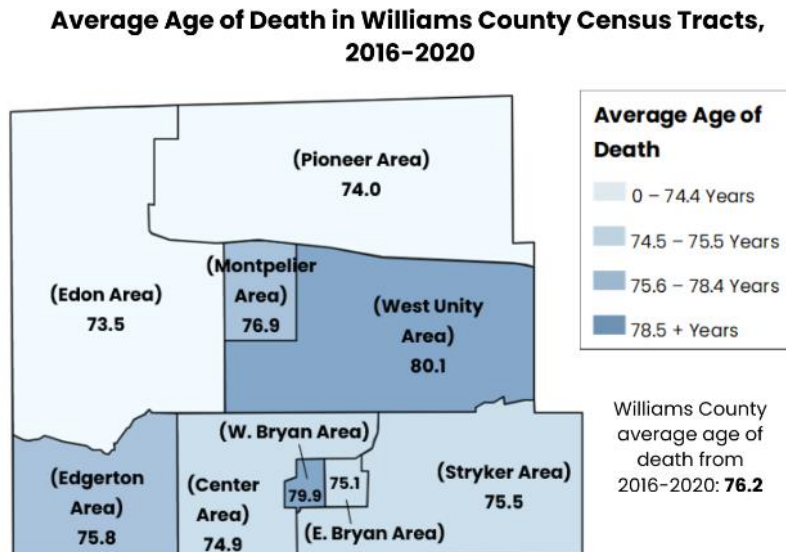What may cause an individual to be healthy or unhealthy?

Long answer text

Some people experience poorer health outcomes than others. What conditions in your neighborhood or community most negatively impact health?

Long answer text

Williams County Health Department

The following image shows the average age of death in different areas of Williams County from 2016-2020.

Average Age of Death in Williams County Census Tracts, 2016-2020

(Pioneer Area) 74.0

(Edon Area) 73.5

(Montpelier Area) 76.9

(West Unity Area) 80.1

(W. Bryan Area)

(Edgerton Area) 75.8

(Center Area) 74.9

79.9 75.1

(E. Bryan Area)

(Stryker Area) 75.5

Average Age of Death

☐ 0 – 74.4 Years
☐ 74.5 – 75.5 Years
☐ 75.6 – 78.4 Years
■ 78.5 + Years

Williams County average age of death from 2016-2020: **76.2**

Based on the data shown above, what do you think are some of the causes of these differences in health outcomes?

Long answer text

In healthy communities, everyone has opportunities to thrive. This means everyone having access to quality schools, good paying jobs, healthy foods, quality healthcare, affordable housing, and safe neighborhoods. However, in some communities, not everyone has access to these opportunities.

Description (optional)

What is one action the community could take to improve the health of people in Williams County?
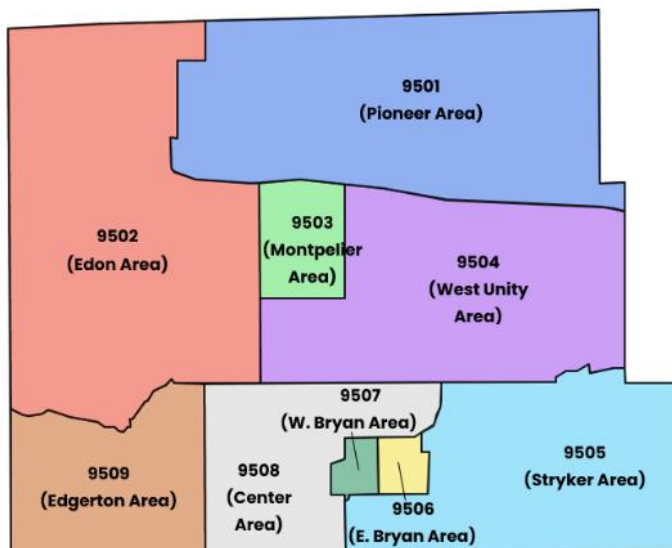
Long answer text

Do you live in Williams County? *

○ Yes

○ No

This map shows the census tracts within Williams County. Census tracts are small, subdivisions of a county based on population density.

Based on the map above, in which census tract do you reside? *

○ 9501 - Pioneer area

○ 9502 - Edon area

○ 9503 - Montpelier area

○ 9504 - West Unity area

○ 9505 - Stryker area

○ 9506 - East Bryan

○ 9507 - West Bryan

○ 9508 - Center Township area

○ 9509 - Edgerton area

○ Not sure

Williams County Access to Care Survey

The purpose of this survey is to better understand our community and how residents access health care and behavioral health services. We greatly appreciate your input and appreciate any insight you may be able to provide. All responses are confidential and anonymous.

* 1. Which of the following best describes your organization, group, or institution?

○ Health Care Organization

○ Behavioral & Mental Health/Substance Abuse Treatment

○ Academic institution/school

○ Non-profit organization

○ Community group/coalition

○ Government Agency

○ Faith-Based Organization

○ Private Sector Business

○ First Responders

○ Law Enforcement/Criminal Justice

○ I am a Community Member/Resident

○ Other (please specify)

Williams County Access to Care Survey

Please indicate how much you agree or disagree with the following statements.

* 2. My organization provides trainings to enhance staff's cultural competence and/or cultural understanding.

N/A or Unsure	Strongly Disagree	Disagree	Agree	Strongly Agree
○	○	○	○	○

* 3. My organization shares information that is appropriate for the linguistic and literacy needs in the community.

N/A or Unsure	Strongly Disagree	Disagree	Agree	Strongly Agree
○	○	○	○	○

* 4. My organization offers telehealth services.

Not Applicable	Unsure	No	Yes
○	○	○	○

* 5. My organization offers transportation services to clients (internally or with partner).

Not Applicable	Unsure	No	Yes
○	○	○	○

Public Health

Williams County Access to Care Survey

Barriers to Care

6. What are reasons why individuals would not visit a physician or other healthcare services? (select all that apply)

- ☐ No need to go
- ☐ Cost/no insurance
- ☐ Too long of a wait for an appointment
- ☐ Could not get time off work
- ☐ Office wasn't open when they could get there
- ☐ Do not trust or believe doctors
- ☐ Inconvenient appointment times
- ☐ No transportation
- ☐ Can access medical records online

- ☐ Distance
- ☐ Too long of a wait in the waiting room
- ☐ Concerned about privacy
- ☐ Discrimination/concerned they would be treated differently
- ☐ Too embarrassed to seek help
- ☐ No child care
- ☐ Language barrier
- ☐ Not aware of telehealth services
- ☐ Do not have access to telehealth services

- ☐ Other (please specify)

[   ]

7. What are reasons why individuals would not visit a mental health provider or other behavioral health service? (select all that apply)

☐ Did not need the service

☐ Unaware of services available

☐ Could not afford to go

☐ Co-pay/deductible too high

☐ Embarrassed to seek services

☐ Fear

☐ Stigma of seeking services

☐ Took too long to get in

☐ Other priorities

☐ Other (please specify)

☐ Clinics that their insurance covers are too far away

☐ Did not know how to find a program

☐ Could not find a provider

☐ Transportation

☐ Could not find a provider who accepts their insurance

☐ Language barrier

☐ Not aware of telehealth services

☐ Do not have access to telehealth services

[text box]

* 8. What emerging issues are happening in Williams County related to health care or behavioral health care that may impact the community?

[text box]

* 9. What strategies would improve access to care in Williams County?

[text box]

Appendix C: 2022 Community Health Assessment (CHA)

Adult Comparisons	Williams County 2013	Williams County 2016	Williams County 2019	Williams County 2022	Ohio 2020	U.S. 2020
Visited a doctor for a routine checkup (in the past 12 months)	50%	59%	64%	67%	77%	76%
Visited a doctor for a routine checkup (5 or more years ago)	15%	8%	9%	6%	6%	6%
Had one or more persons they thought of as their personal health care provider	78%	76%	86%	80%	79%	77%

The following table shows what is included in Williams County adults' health insurance coverage.

Health Coverage Includes:	Yes	No	Don't Know
Medical	93%	<1%	6%
Prescription Coverage	89%	5%	6%
Preventive Health	83%	2%	15%
Immunizations	79%	3%	18%
Outpatient Therapy	69%	4%	27%
County Physicians	68%	3%	29%
Dental	64%	30%	6%
Vision/Eyeglasses	62%	33%	5%
Their Spouse	60%	28%	12%
Their Children	49%	36%	15%
Mental Health	48%	6%	46%
Their Partner	46%	36%	18%
Mental Health Counseling	43%	6%	51%
Durable Medical Equipment	42%	7%	51%
Alcohol and Drug Treatment	32%	10%	58%
Home Care	26%	9%	65%
Skilled Nursing/Assisted Living	26%	7%	67%
Hospice	23%	7%	70%
Tobacco Cessation	23%	9%	68%
Long-Term Care	21%	17%	62%
Air Ambulance	16%	10%	74%
Transportation	11%	16%	73%

Williams County Adults who Visited a Doctor for a Routine Checkup in the Past Year

Category	Percentage
Williams County 2022	67%
Male	63%
Female	72%
19-64 Years	66%
65 Years & Older	82%
Household Income <$25K	64%
Household Income $25K Plus	66%
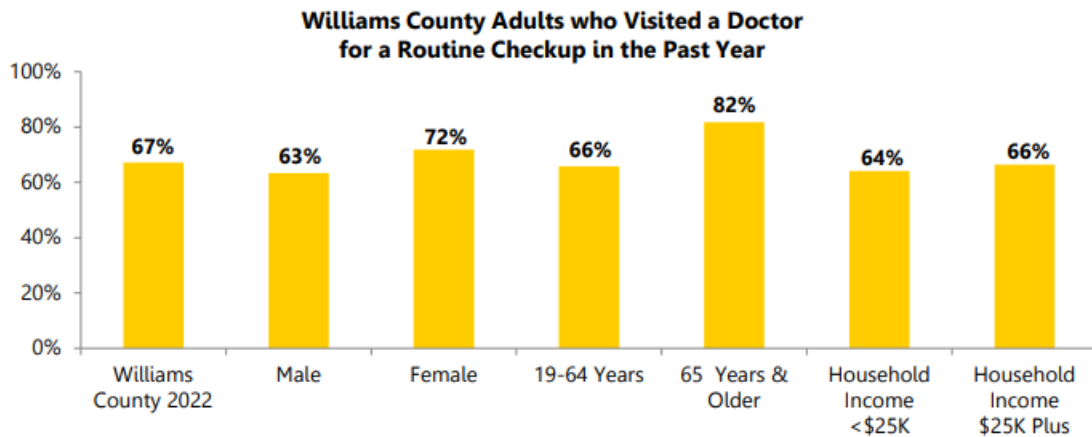
Health Care Access: Adult Oral Health

Key Findings

In the past year, nearly three out of five (59%) Williams County adults had visited a dentist or dental clinic, decreasing to 30% of those with household incomes less than $25,000. Thirty-one percent (31%) of adults who did not see a dentist in the past year were unable to do so due to cost.
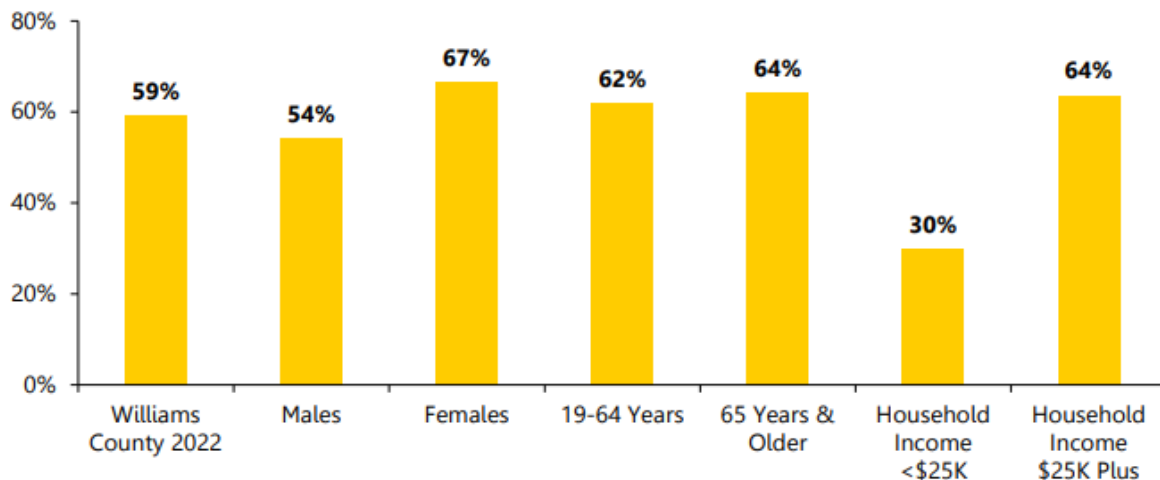
Access to Dental Care

- In the past year, nearly three out of five (59%) Williams County adults had visited a dentist or dental clinic, decreasing to 30% of those with household incomes less than $25,000.

- Sixty-five percent (65%) of Williams County adults with health insurance had been to the dentist in the past year, compared to 61% of those without health insurance.

The following graph provides information about the frequency of Williams County adult dental visits. An example of how to interpret the information includes: 59% of Williams County adults had been to the dentist in the past year, including 67% of females and 30% of those with household incomes less than $25,000.

Williams County Adults Visited a Dentist in the Past Year

Williams County 2022	Males	Females	19-64 Years	65 Years & Older	Household Income <$25K	Household Income $25K Plus
59%	54%	67%	62%	64%	30%	64%

- Almost half (49%) of adults reported they received medical care in the past 12 months. Reasons for not receiving medical care included the following:
  - No need to go (26%)
  - Cost/no insurance (10%)
  - Too long of a wait for an appointment (8%)
  - Could not get time off work (7%)
  - Office wasn't open when they could get there (6%)
  - COVID-19 (6%)
  - Do not trust or believe doctors (4%)
  - Inconvenient appointment times (4%)
  - No transportation (3%)
  - Can access medical records online (3%)
  - Distance (2%)
  - Too long of a wait in the waiting room (2%)
  - Concerned about privacy (2%)
  - Discrimination/concerned they would be treated differently (2%)
  - Too embarrassed to seek help (1%)
  - No child care (1%)
  - Language barrier (1%)
  - Other problems that prevented them from getting medical care (2%)

- Thirty-one percent (31%) of adults in Williams County reported they had not gotten recommended major or preventive care due to cost.

- Williams County adults had not gotten any of the following recommended major care or preventive care due to cost:
  - Medications (10%)
  - Lab testing (10%)
  - Surgery (7%)
  - Mental health services (7%)
  - Weight loss program (6%)
  - Colonoscopy (6%)
  - Immunizations (6%)
  - Mammogram (5%)
  - Alcohol and/or drug treatment (3%)
  - Pap smear (2%)
  - Smoking cessation (2%)
  - PSA test (1%)
  - Family planning services (1%)
  - Other care/services (7%)

- Adults usually visited the following places when they were sick or needed advice about their health:
  - A doctor's office (65%)
  - Urgent care center (8%)
  - Internet (5%)
  - Bryan Community Health Center (4%)
  - Family and friends (3%)
  - Veteran Affairs (2%)
  - Chiropractor (2%)
  - A hospital emergency room (2%)
  - Alternative therapies (1%)
  - Call 9-1-1/use ambulance service (1%)
  - Telemedicine (<1%)
  - Other (1%)

- Six percent (6%) of adults in Williams County did not have a usual place or source to go to when they were sick or needed advice about their health.